1   My concern as I stated this morning before

2   I would go live with what NYNEX is proposing as their

3   interface, I would have to have many assurances that

4   I can continue to supply quality service to my

5   customers.

6   BY JUDGE STEIN:

7   Q   How do you report your troubles?

8   A   (Wehnes) These are calls to the NYNEX

9   repair service center.

10   Q   By phone?

11   A   (Wehnes) By phone.

12   BY JUDGE BRILLING:

13   Q   How would you get those assurances that you

14   are seeking?

15   A   (Wehnes) I would have to see something

16   almost like a parallel test of inputting the orders

17   by fax and also by DCAS with the GUI web, and then

18   measure the performance of both systems. Worldcom

19   has an experience with six other major LECs in the

20   United States. I know how their systems work. I

21   know what their quality standards are and I would

22   like to measure comparable services both via fax and

23   via the electronic interface along with our

24   experiences with other LECs. You'd have to prove to

1   me or show me as they say in Missouri.

2   JUDGE BRILLING: Thank you.

3   A   (Ball) I'd like just to talk about one

4   ordering process that hasn't been discussed, and I

5   believe our witness Howard Saltzman began to talk

6   about this yesterday but it was deferred until today,

7   which is the ordering process for interconnection

8   trunks, and there is actually two processes: One is

9   MFS ordering interconnection trunks from NYNEX up to

10 deliver traffic to NYNEX.

11   The other is NYNEX ordering interconnection

12 trunks from MFS and the process that needs to be in

13 place for that.   I just want to walk through

14 relatively quickly the process we're using today for

15 that and some of the problems that we're

16 experiencing.

17   The trunks that MFS orders from NYNEX are

18 technically similar trunks to the trunks that long

19 distance carriers order.   There is a standard process

20 called the ASR, which is administration service

21 request form.   We order that through a piece of

22 software called PC Exact, and that because it is an

23 established process flows relatively smoothly.

24   We have had an issue where we're supposed

1 to get the firm order commitment electronically back

2 from NYNEX. Recently, on over 50 percent of our

3 orders we have not been getting that back

4 electronically and we've had to manually request that

5 from NYNEX.

6   The more critical issue and the one that is

7 causing in our view a lot of problems is the way in

8 which NYNEX is ordering trunks from MFS, and I think

9 there is some discussion yesterday of issues related

10 to forecasting because we are adding many trunks very

11 quickly, we are communicating to NYNEX that we need

12 trunks installed but the way they get installed NYNEX

13 actually has to issue an order to us, so this is a

14 reverse case where we are actually the LEC and NYNEX

15 in a sense the customer ordering service.

16   There is no electronic interface. The

17 means in which we're getting these orders from NYNEX

18 is through fax machines and generally the experience

19 we've had is the orders are not coming in the form of

20 a complete ASR. They are coming in bits and pieces

21 and there has been a large number of issues related

22 to the way the orders are coming in that caused them

23 to have to be redone or reworked and has caused a lot

24 of delays.

1   So I think one of the questions that should

2   be being asked is what is the process that NYNEX

3   intends to use to order interconnection trunks from

4   CLECs. It's a two-way co-carrier environment?

5   A   (Kouroupas) Could I add a comment to that

6   please? That is an area we neglected to mention but

7   have a similar experience which I think is pertinent,

8   briefly.

9   JUDGE STEIN: Before you do, this may be my

10   ignorance but is that question one of the things

11   that we have to determine in this proceeding,

12   NYNEX as customer? Is that part of the inquiry?

13   MR. ROLAND: I think amongst the issues and

14   the nature, the interconnection, interconnection

15   is a two-way street, how is it working, and

16   ordering; we're discussing the ordering

17   mechanisms. They go both ways?

18   THE WITNESS: (Ball) Yes, I think.

19   MR. KLEIN: Yes.

20   MR. ROWE: In a succinct answer, no.

21   JUDGE STEIN: Now I have two succinct

22   answers yes and no. Let's put it on briefly and

23   we'll take it for weight.

24   A   (Ball) If we had a process where NYNEX

1   accepts orders very well but isn't really required to

2   place orders to any other CLEC, it is not going to

3   work.

4   BY JUDGE STEIN:

5   Q   You just give us your testimony. Somebody

6   will explain to me later what it is about.

7   A   (Ball) Okay, but that's the issue, and I

8   think in our experience the way the process is

9   working today it is definitely not parity with the

10 way NYNEX augments its own services within its own

11 network and it is something that definitely needs to

12 be automated to a large degree possible.

13   MR. KLEIN: I'd like to follow up on that

14   point.

15   Q   Has MFS proposed an ordering system for

16 NYNEX to use?

17   A   (Wehnes) PC Exact is an industry standard.

18 It's been around for about 14 years. It is the way

19 the interexchange carriers order trunks from the

20 RBOCs. The problem has been NYNEX never had or any

21 of the RBOCs had never had to initiate an order from

22 anybody else. They've always received orders, so

23 now, if you would, we have the mirror image, NYNEX as

24 a customer ordering trunks from the CLECs.

1   A   (Ball) And we are having and have had

2   discussions with NYNEX.

3   Q   For how long have those been on-going?

4   A   (Ball) Discussions specifically requesting

5   a fix to this issue?

6   Q   Yes?

7   A   (Ball) They are relatively recent. I'm not

8   sure exactly when, but it's always been an issue.

9   Q   Okay. Thank you.

10   A   (Garzillo) I think it is within the last

11 four or five weeks.

12   A   (Ball) I know there's been specific

13 conversations.

14   JUDGE STEIN: Did you want to add briefly?

15   THE WITNESS: (Kouroupas) Yes, and it goes

16   to Mr. Klein's question as well.

17   A   In June of '94, when New York Tel and TCG

18 concluded its first interconnection agreement there

19 were provisions in that agreement for NYNEX to

20 establish collocation arrangements with TCG so that

21 NYNEX could deploy some of the interconnection trunks

22 connecting our two networks.

23   We repeatedly have raised the issue with

24 NYNEX since June of '94 as to when and how they want

1   to establish a collocation arrangement, and when and

2   how they were going to deploy interconnection trunks

3   to TCG.

4   Each time we raised it, NYNEX's response

5   was "we do not know how to place an order to you for

6   services and we're working on it." So here we are

7   three years later apparently in the same situation

8   and the impact that it is having on TCG, it impacts

9   as we discussed yesterday the call blocking and the

10   call flows through the interconnection trunks because

11   all augmentation to the trunk groups and all

12   additional trunks and new trunks to end-offices and

13   so forth have to be initiated by TCG because NYNEX is

14   unable to initiate any orders themselves or unwilling

15   or for whatever reason is not taking any

16   responsibility in deploying any physical aspect of

17   the interconnection network between us, and as the

18   evidence yesterday showed we're up to close to 50,000

19   interconnection trunks between us, all of which has

20   been TCG's responsibility to deploy and so forth. So

21   it is a critical issue and one which is coming up on

22   three years old.

23   JUDGE STEIN: Okay. If there are no other.

24   comments from witnesses, Mr. Klein, do you want

1   to ask further questions.

2   MR. KLEIN: Thank you.

3   Q   I'd like to ask the NYNEX panel a couple of

4   questions relating to reservation of telephone

5   numbers by CLECs. The question is whether resellers

6   and other telecommunications carriers can

7   electronically select and reserve telephone numbers

8   before they actually place the service order?

9   A   (Miller) The answer is yes they can.

10   Q   How is that done?

11   A   (Miller) They take an entry either through

12 a transaction through the EIF interface or they can

13 enter it as a transaction through the web GUI

14 interface.

15   Q   Are there any limits on their ability to

16 obtain those numbers or restrictions?

17   A   (Miller) When the telephone number you

18 request is submitted, NYNEX will respond right now

19 with five alternative telephone numbers, and the

20 reseller has the option to select one of those five

21 to reserve that number.

22   Q   Are there any differences between the

23 ability of the reseller or the CLEC to obtain those

24 telephone numbers than there is for a NYNEX

1   representative?

2   A   (Miller) At the present time a NYNEX

3   representative for normal business really gets three

4   alternative telephone numbers for residence business.

5   For business customers they will also get the five

6   but in fact we offer the five now just recently in

7   the last month to the resellers whether it is

8   business or residence accounts.

9   Q   We've heard some testimony regarding the

10   placing of orders and the prioritizing of service

11   orders which are sent into NYNEX. I'd like to ask if

12   there are any procedures in place that NYNEX has to

13   ensure that those orders are processed on a

14   first-come-first-serve basis without discrimination

15   of NYNEX service orders or resale or CLEC service

16   orders?

17   A   (Butler) Well, first, the due date: We

18   already have the due date selected. The due date is

19   already selected when the order falls out to the

20   NYNEX representative in retail service center today,

21   and from that perspective that due date is not going

22   to change regardless of the amount of time it takes

23   our representatives' center to process that order.

24   From that perspective these orders are

1   handled as they come in on a first-come-first-serve

2   basis based on the time that they've actually

3   processed into the system. As Mr. Miller pointed

4   out, this is being further alleviated by the orders

5   that will flow through since they won't fall ought at

6   all and you won't have that additional step of the

7   process that we've talked about this afternoon.

8   Q   Thank you. How is that assured? What

9   assurance does a carrier have that is actually taking

10   place? Are there any procedures beyond those?

11   A   (Butler) Not that I'm aware of, Mr. Miller?

12   A   (Coffee) If you take a look, for example,

13   proof is in the pudding, I suppose. When we look at

14   percent completed within five days, for example, on

15   the reseller side, the percentage of orders completed

16   for the resellers is comparable to the percentage

17   completed within five days for NYNEX. At the end of

18   the day the results are virtually the same.

19   Q   Do we have those figures?

20   A   (Coffee) Yes. In fact, they were

21   submitted.

22   Q   Is that in response to the information

23   request that was in there?

24   A   (Garzillo) Yes.

1   Q   It is my understanding, and I'd like--

2   please correct me if I'm wrong--that each reseller

3   representative who wants access the GUI has to have a

4   personal I-D code; is that correct?

5   A   (Miller) That's correct, yes.

6   Q   Does that place a limitation on the ability

7   of another representative of that reseller to go in

8   and change the order or monitor that order?

9   A   (Miller) Essentially, it does except that

10   we have talked to some resellers who have been faced

11   with the problem of wanting to get at an order

12   request that went in from one of their

13   representatives by another representative or a

14   supervisor, and we have advised them in the interim,

15   we are going to make it available, I believe, in the

16   next three months, to allow that interexchange of

17   reps getting at the same record but we've advised in

18   the interim if they're prepared to accept to use the

19   same secure I-D, then two people using the same

20   secure I-D could in fact have access to the same

21   order.

22   Q   What are the ultimate steps that are going

23   to remedy that limitation?

24   A   (Miller) Basically we're putting in place

1   mechanisms so that multiple reps, representatives

2   from each reseller, would be able to access without

3   having the same secure I-D.

4   Q   That's what I'm asking. What are those

5   steps going to be, if you can elaborate on what these

6   procedures will be?

7   A   (Miller) I can't elaborate technically in

8   terms of the specific software that is going to be

9   put in place. Basically, we'll be able to attach, we

10 do already attach, the reseller I-D to the order. As

11 long as a new one coming in has that reseller order

12 I-D they have access to that order.

13   Q   What type of—

14   A   (Miller) Three months.

15 BY JUDGE LEE:

16   Q   Why it is going to take three months?

17   A   (Miller) It is a very complex process, Your

18 Honor. We have in place a changed control process

19 where we're getting a lot of requests from a lot of

20 different resellers for new capabilities to be added

21 to the system, and basically we peal them off one by

22 one, we prioritize them in discussion with resellers

23 and there were others that we're working on ahead of

24 us.

1   BY MR. KLEIN:

2   Q   With reference to the data that was

3   provided in response to the staff information

4   request, I believe Mr. Coffee just referenced that

5   the percent of orders are completed within five days

6   being comparable. The question that I'd like to ask

7   is when the clock starts to run, when do you start

8   counting those days as far as the order being placed

9   by a reseller? Is it the moment it is received by

10   NYNEX or the moment it is turned around and placed in

11   the NYNEX system or some other time period?

12   A   (Coffee) I believe it is when the order is

13   received.

14   A   (Butler) I want to make sure I understand

15   your question right. When does our clock begin to

16   start?

17   Q   Yes.

18   A   (Butler) We're talking resale here where

19   the reseller has already gone and picked a due date

20   off of the SMARTS clock and from that perspective the

21   date that really started is when the reseller picked

22   that day but, yes, it is the date they establish from

23   the inquiry, if you will, or the request.

24   Q   Okay. Just so I'm clear, the order comes

1   in and, if that order has to be reentered into a

2   NYNEX system, it's when that order is initially

3   received by NYNEX, not when it is reentered?

4   A   (Butler) Yes, it is.

5   Q   Thank you.   After a competitor's

6   representative sends in a required information in

7   order to place a service order, does New York Tel

8   then send back a confirming message that the order

9   has been received or that it is necessary?

10   A   (Miller) Yes.   In fact, there is an initial

11 confirmation that says the order has been received

12 and there's a subsequent confirmation that is sent

13 which, if the order were received before 12 o'clock,

14 it will be sent back that same day.   If it is

15 received after 12 o'clock, it will be sent back after

16 24 hours indicating the order has been accepted by

17 the service order processor.

18   Q   Okay.   If the order is received by noon, it

19 will be later that same day it will be confirmed?

20   A   (Miller) That's correct.

21   Q   But if it is after 12L00, it could be up to

22 5:00 p.m. the next day?

23   A   (Miller) No, no.   It would be before

24 12 noon the following day.

1   Q   Okay.   Thank you.

2   A   (Hou) I just want to clarify if the

3   question is if it is my understanding that the clock

4   does not start the five-day work until NYNEX has

5   entered the service order in and has been accepted by

6   the system.   That is my understanding.

7   BY MR. KLEIN:

8   Q   What is that based on Mr. Hou?

9   A   (Hou) That is based on conversations with

10 NYNEX personnel on this and I believe, if she will

11 support me on this particular issue--also I want to

12 comment.

13   JUDGE STEIN: Before we go forward, can

14   we--is that different from your understanding or

15   --the question is when does the clock start?

16   A   (Butler) Just confirms this and what I had

17 started earlier is indeed the case.   When we received

18 the orders is when the clock starts.   I don't want us

19 to mix and match here that is specifically addressing

20 resale, and will--that's the perspective of my answer

21 from that point.

22 BY MR. KLEIN:

23   Q   Would the answer be different if it is

24 related to a request for unbundled network elements?

1   A   (Butler) That I would have to check but I

2 would like to take that as a subject-to-check. It is

3 really a simple answer to get but I don't want to

4 speculate on the answer and I don't have it off the

5 top of my head.

6   Q   Okay. Thank you. Do circumstances arise

7 when a service order from a competitor might be

8 rejected because a customer is in arrears with NYNEX

9 or for some other reason?

10   A   (Butler) No; actually, no. We would issue

11 a final bill to that customer. We would go through

12 our normal collection process with that customer but,

13 no, we would not deny service to the reseller as a

14 result of the customer not paying his bill to us.

15   Q   If an order is rejected, for what reasons

16 might that be?

17   A   (Butler) Out of the service order

18 processor?

19   Q   Yes.

20   A   (Butler) There are literally thousands of

21 reasons it could be rejected, extremely complex

22 system. I'll give you a few basic reasons.

23 Normally, in the normal retail business, a little bit

24 in the reseller business, you can get a reject on an

1   interfering station what we call, means you already

2   have work in service at the premise and you're not

3   adding by your service order an additional line.

4   That is generally not the case in reseller

5   for the reseller community since we're converting in

6   many, many, many cases so we would expect to have

7   work in service there already.

8   You could also reject for a number of other

9   edits that are in the system as a result of our

10   billing system requirements and other downstream

11   system requirements. These are really, you know,

12   somewhat complicated to kind of go into in this

13   forum.

14   Q   If one of those orders came in and if it

15   was rejected for whatever the reason, how long would

16   it for the reseller or the competitor to be notified

17   of that rejection?

18   A   (Butler) Notified generally the same, not

19   generally; they would be notified the same day.

20   Q   Okay. How would they be notified of that?

21   A   (Miller) All notification would go to them

22   by fax. We're in the process of implementing an

23   automatic identification for them which will be in

24   place by June of this year through DCAS.

1   Q   Would it matter if the original order was

2   placed through DCAS or some other method?

3   A   (Miller) I don't know the answer to that

4   question.   I'm sorry.

5   Q   Is that something that is being looked at

6   now?

7   A   (Miller) No.   I don't know the answer to

8   the question about if the order originates from

9   another path.   I would only speculate the answer.   I

10   can get the answer for you, though.

11   Q   I'd appreciate that.

12   A   (Miller) Certainly.   There are also

13   reasons, to elaborate just a little bit on

14   Mr. Butler's statement, there are errors which may be

15   picked up by, if it is a manual, an order handled

16   manually there will be errors picked up at that point

17   and there would be immediate notification.

18   Q   If there is a reaction notice that it has

19   to go back to the entity placing the order, is there

20   a projected interval for how long that should take?

21   I know you said the same day, Mr. Butler, but is it—

22   can we narrow that down at all?

23   A   (Butler) I'm assuming you're talking about

24   the length of time it takes for a query to be

1   responded to by the reseller.

2   Q   For rejection notice to go to a reseller

3   CLEC?

4   A   (Butler) To get to the reseller?

5   Q   Yes.

6   A   (Butler) I cannot at this juncture pin it

7   down any closer than same day but that's a relatively

8   simple answer to get, and, you know, I could give you

9   that subject to check, also.

10   Q   This is something that may have been raised

11   by some of the competitors before. If a reseller or

12   a CLEC wants to change an order which has been

13   submitted electronically to New York Tel, can changes

14   or corrections be made to that order after it is

15   transmitted?

16   A   (Miller) In order for us to be able to

17   connect the chain with the original order, we need to

18   have a service order number to deal with. In fact,

19   that, we can't accept changes once that service order

20   number has been provided back to the CLEC or

21   reseller.

22   That process is the same timeframe that I

23   discussed earlier about having a confirmation of the

24   order going into the system. That confirmation

1   carries with it the service order number and that

2   would be referenced by the reseller to submit a

3   exchange change. In addition to that, the reseller

4   has the ability, if they are using the web GUI, to

5   submit changes prior to the time they get

6   notification, so prior to the time they get

7   notification of the order has hit NYNEX, the reseller

8   center. In other words, they can modify the order as

9   it is being developed.

10   Q   Just so I'm clear, a reseller can modify an

11   order placed via the GUI center before that

12   confirmation?

13   A   (Miller) For example, there are some very

14   basic checks that the DCAS system will look at in

15   handling a transaction. If the DCAS system picks up

16   an error at that point, it will indicate an error to

17   the reseller who then has the ability to change that

18   and they can, in fact, at that point change or add or

19   subtract a feature. They can, in fact, change the

20   whole order.

21   Q   That's only in cases of error?

22   A   (Miller) That is only in the case of an

23   error, yes.

24   Q   In the case where there is no error but

1   there is a modification to the order, when can that

2   modification be made after confirmation?

3   A   (Miller) After confirmation and they have a

4   service order number.

5   Q   Okay, and the interval, just so I'm clear

6   again, if the interval we speak about was before

7   noon, it would be the same day and after noon it will

8   would be before noon the following day?

9   A   (Miller) That's correct.

10   Q   Is that something that NYNEX considers to

11   be an adequate interval and, if not, is that being

12   worked on to be shortened?

13   A   (Miller) One of the effects of putting in

14   place flow through for some order types will be such

15   that notification of the service order number would

16   go back to the reseller through the flow through

17   process, which could take, will take a shorter time,

18   rather a matter of minutes rather than hours and at

19   that time they would be able to submit a change to

20   the original order.

21   A   (Coffee) I'd just like to add a point to

22   clarify when you're talking about completed within

23   five days, and where the clock starts on. The day

24   the service order is received is counted as day zero

1   and day one of that five day, completion within five

2   days starts the following day, so that's how it is

3   counted both for reseller, you know, and for NYNEX

4   resale, that's how it is counted and that's how it is

5   reported.

6   JUDGE STEIN: I'd like to clarify one thing

7   for the record and perhaps this has already been

8   answered but it's not—if it was, I missed it.

9   If I may go back, I think this was in the

10   context of resale to the discussion of the

11   response time on a message, from the time a

12   message enters the gateway, I guess the DCAS

13   gateway until the answer was available. One of

14   the witnesses from the CLECs, in fact several

15   witnesses, discussed time periods that ranged

16   from a minute to almost two minutes, and I'm not

17   sure if we've got the comparable timeframe in

18   terms of the in-house process for NYNEX and I'd

19   be curious to know what that comparable

20   timeframe is?

21   A   (Miller) One of the counsel, I believe,

22   asked a question that addressed that specific issue,

23   Your Honor, in terms of what experience does a NYNEX

24   retail rep have when they are, in fact, conducting a

1 preorder transaction, for example, and my response

2 was that the timeframe is between 2 and 10 seconds.

3   Q   And that was a comparable transaction

4 roughly, preorder?

5   A   (Miller) It is a comparable transaction for

6 a CSR, yes. There are multiple transaction types and

7 multiple comparisons. Very difficult to do apples to

8 apples in that sense.

9   Q   What about a trouble report? Would the

10 differences be roughly about the same in terms of

11 reading the screen in-house and reading it as a CLEC?

12   A   (Miller) I haven't personally observed

13 that, but I know that, if the reseller elects to

14 choose the mechanized line testing, the automatic

15 line testing feature, that typically will take about

16 20 or 30 seconds which will be the same for a NYNEX

17 repair representative as well as the reseller, so

18 that part of the process would be very similar.

19   Q   Let's turn it one more notch. Let's say an

20 end user, which I am, I call NYNEX who is my carrier

21 and I say "there is a buzzing on my line" or "my

22 phone is out; I'm calling from my second line," and

23 they tell me, seems to me very fast, they respond.

24 "We've checked this. We've checked this."

1   Somebody will come or, you know, you're out

2   of luck or whatever it is going to be, but pretty

3   much real-time.

4   A   (Coffee) Yes, as Stuart mentioned, the

5   response time on MLT (mechanized loop test) is 35 to

6   40 seconds for the full test which is generally the

7   test. I can respond to the effect total time on

8   average that a customer will spend in our CSBs on a

9   repair trouble is in the neighborhood of 275 to 300

10   seconds for contact, so there is—

11   Q   Of this whole transaction between the

12   customer and you?

13   A   (Coffee) And the representative taking the

14   report.

15   ·   Q   Would that generally usually be on one, in

16   one call?

17   A   (Coffee) In one call, yes.

18   A   (Miller) And the process were you a

19   customer of a reseller would be very similar, that

20   you would call the reseller center and as far as

21   taking your details would basically conduct the test

22   as I described, mechanized loop test automatically

23   with the same response time and then decide whether a

24   trouble would have to be entered into the NYNEX

1   system.

2   JUDGE STEIN: Thank you.

3   JUDGE BRILLING: Could I ask another

4   question about these acronyms? I have MLT

5   referred to as three different ways.   Is it

6   mechanized loop test or is the metallic?

7   THE WITNESS: (Dowell) Mechanized loop

8   testing.

9   JUDGE BRILLING: Not metallic line test?

10   THE WITNESS: (Miller) Mechanized loop

11   test.

12   JUDGE BRILLING: Thank you.

13   BY MR. KLEIN:

14   Q   Regarding response times to the

15   competitors, is there a difference in the response

16   time if the competitor is connected through dedicated

17   access or through dial-up?

18   A   (Miller) From the point of view of the

19   network in transmission, it depends on the speed of

20   the dial-up clearly. We offer a wide area network

21   connection which will provide faster transmission.

22   In fact the transmission times, the

23   transmission component of the response time is

24   minuscule even if the response time were down into